

Key Data Operator

Knowledge, Skill, Ability, and Personal Characteristic Statements *Rating Results*

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| 1 | Ability to compare names and numbers rapidly and accurately to complete work assignments. |
| 2 | Knowledge of basic database management capabilities and practices to access, insert, and update information. |
| 3 | Ability to follow sequences that may require some selecting, coding, and interpreting of data to be keyed. |
| 4 | Skill to key data accurately compared to a group average or an average rate of 9,000-12,000 key strokes per hour. |
| 5 | Skill to type accurately and quickly to transcribe diction or information from various other sources. |
| 6 | Ability to identify errors on documents to make necessary adjustments. |
| 7 | Ability to read and comprehend written materials (e.g., emails, correspondence, instructions, memos, reports, regulations, policies) in order to apply information and determine appropriate courses of action. |
| 8 | Ability to be flexible, adapting to changes in priorities, work assignments, schedules, and other conditions that may impact pre-established courses of action for completing projects and assignments. |
| 9 | Ability to use and comprehend numerical data for work related information. |
| 10 | Ability to operate key entry machines (e.g., 10 key keypad, 10 key calculators) and similar equipments and other data processing equipment to enter data. |
| 11 | Knowledge of transaction codes to add, delete, or change information. |
| 12 | Knowledge of the basic principles and techniques to operate computers. |
| 13 | Ability to maintain accurate records of work-related activities as directed. |
| 14 | Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines. |
| 15 | Ability to work under the pressure of a heavy workload and/or tight timelines when completing work assignments. |
| 16 | Ability to work independently on projects without immediate supervision or detailed instructions. |
| 17 | Ability to learn new information, methods, and techniques through training to acquire the necessary knowledge, skills and abilities to perform the essential job duties. |
| 18 | Ability to communicate information clearly and effectively when conveying ideas. |

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| 19 | Ability to establish and maintain effective working relationships with staff in order to facilitate a productive work environment. |
| 20 | Ability to verbally communicate with staff in a courteous, professional manner to maintain positive relationships. |
| 21 | Ability to listen and understand information and ideas presented verbally. |
| 22 | Ability to interpret and clearly communicate policies, procedures, rules, and/or regulations to departmental employees to facilitate comprehension. |
| 23 | Ability to identify and correct errors while processing the workload. |
| 24 | Ability to read and comprehend written materials (e.g. departmental codes & regulations, legal guides & references, memos & letters) in order to apply information and determine appropriate courses of action. |
| 25 | Ability to review completed forms and documents to identify missing information, misinformation and inappropriate content and/or errors. |
| 26 | Ability to be honest and refrain from making statements or taking actions that are knowingly false, deceptive, or fraudulent. |
| 27 | Ability to maintain complete confidentiality of all records and information accessed during processing of the work. |
| 28 | Ability to work productively within a team environment to ensure deadlines are met. |
| 29 | Honest: Refrain from making statements or taking actions that are knowingly false, deceptive, or fraudulent. |
| 30 | Confidentiality: Maintain complete confidentiality of all records and information accessed during processing of the work. |
| 31 | Teamwork: Ability to work productively within a team environment to ensure deadlines are met. |